

# BRADNINCH TOGETHER

## POLICY 01 Problem Solving & Complaints (V3 01.02.24)

Nº	Procedure	More info
1.	<p><b>This policy defines how Bradninch Together (BradTog) a Community Interest Company (CIC) approaches problems and complaints. Volunteering is usually a positive experience for all concerned, however sometimes there may be a disagreement or a concern that needs to be considered with a formal approach. BradTog will deal with concerns objectively, openly and with consistency.</b></p> <p><b>This policy reinforces our commitment to upholding fairness and equity will be incorporated in all aspects of BradTogs activities and will be a requirement of activities where we collaborate with others.</b></p>	
2.	<p><b>The Law;</b> Volunteers are not covered by employment legislation but as members of the public, they are covered by health and safety, safeguarding and data protection laws.</p> <p>If there are allegations of criminal offences, such as assault, theft, financial fraud, or safeguarding concerns, then a matter may be referred to the police and / or safeguarding authorities.</p> <p>External agencies can be a source of advice on concerns, in addition to BradTogs policies, procedures and guidance. Our web site <a href="http://bradninchtogether.org.uk">bradninchtogether.org.uk</a> has links to organisations that are specialists.</p>	
3.	<p><b>Scope;</b> Our policy and procedure is designed to address a range of issues under broad headings, but not limited to:</p> <ul style="list-style-type: none"> <li>• Capability: a volunteer’s ability to undertake a role, this includes leadership as well as tasked based actions.</li> <li>• Performance: can a volunteer fulfil the basic requirements of their role as defined by our BradTog Guidance Notes.</li> <li>• Conduct: appropriate behaviour whilst volunteering or representing on behalf of BradTog.</li> <li>• Relationships: a volunteer may have concerns about another volunteers, an individual BradTog leader or the organisation itself.</li> <li>• External: someone outside of BradTog may have a complaint about a volunteer or the organisation itself.</li> </ul>	
4.	<p><b>Reporting a concern;</b> To raise a concern or make a complaint send details using the email <a href="mailto:problemsolving@bradtog.org.uk">problemsolving@bradtog.org.uk</a> this will reach the current Secretary of BradTog, who will investigate the concern and reply within 14 days. The Secretary may ask for further information. During an exchange of information this may extend the timeline of the procedure past 14 days. This will be the 1<sup>st</sup> stage.</p> <p>If the concern is about the Secretary, request that the matter be dealt with by another BradTogs Director by using the same email address to make</p>	<p><b>1<sup>st</sup> stage</b></p>

	<p>your request; another BradTog Director will make contact.</p> <p><b>Concerns should detail:</b></p> <ul style="list-style-type: none"> <li>• Person(s) involved</li> <li>• Nature of the concern</li> <li>• How you would wish the matter resolved</li> </ul>	
<b>5.</b>	<p><b>Confidentiality;</b> During an investigation it may be necessary to speak with others and to describe the concern that has been raised. We may suggest a face to face meeting with you to fully understand your concerns.</p> <p>BradTog cannot make any commitment to confidentiality; especially if the matter involves allegations of criminal offences or safeguarding concerns.</p> <p>Emails, digital records and correspondence will be retained by BradTog for 12 months and kept in accordance with Data Protection legislation.</p>	
<b>6.</b>	<p><b>Appeal;</b> If you are not satisfied with the outcome of the 1<sup>st</sup> stage and wish to progress your complaint further; we ask you send details using the email <a href="mailto:chair@bradtog.org.uk">chair@bradtog.org.uk</a> <b>within 14 days of being notified of the 1<sup>st</sup> stage.</b></p> <p>The Chair will response within 14 days of the receiving an email containing the details requested below and may ask for further information. During an exchange of information this may extend the timeline of the procedure. This will be the 2<sup>nd</sup> stage.</p> <p><b>2<sup>nd</sup> stage concerns should detail:</b></p> <ul style="list-style-type: none"> <li>• Person(s) involved</li> <li>• Nature of the concern</li> <li>• Why the 1<sup>st</sup> stage response did not provide a resolution</li> <li>• How you would now wish the matter resolved</li> </ul>	<b>2<sup>nd</sup> stage</b>
<b>7.</b>	<b>The outcome of the 2<sup>nd</sup> stage will be final.</b>	
<b>8.</b> SE	This policy was approved by the Directors of Bradninch Together Community Interest Company on 16 March 2021 and is reviewed biannually.	<b>Review Date January 2026</b>
	<p><b>Bradninch Together Policies</b></p> <ul style="list-style-type: none"> <li>• Policy 01: Problem Solving &amp; Complaints</li> <li>• Policy 02: Safeguarding</li> <li>• Policy 03: Health &amp; Safety</li> <li>• Policy 04: Privacy Notice (Data Protection &amp; Confidentiality)</li> <li>• Policy 05: Equality &amp; Diversity</li> </ul>	
	<p><b>Bradninch Together Guidance</b></p> <ul style="list-style-type: none"> <li>• 001 Guidance: Welcome to Bradninch Together</li> <li>• 002 Guidance: Person to Person Contact and Safety</li> <li>• 003 Guidance: Collection of Pre-Paid Shopping &amp; Prescriptions</li> <li>• 004 Guidance: Cash &amp; Card Shopping and Reimbursement</li> <li>• 005 Guidance: No Answer at the Door</li> </ul>	